Phonak ComPilot Air II

User Guide

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1. Welcome

Your ComPilot Air II is a premium-quality product developed by Phonak, one of the world's leading companies in hearing technology.

Please read the user instructions thoroughly in order to benefit from all the possibilities your hearing system offers.

⚠ Compatibility information:
Check your hearing aid compatibility with your hearing care professional.

Phonak – life is on www.phonak.com

CE mark applied: 2014

2. Getting to know your ComPilot Air II

The intended use of ComPilot Air II is to receive audio inputs from different Bluetooth® devices and to transmit them wirelessly to your hearing aids.

Virtually any Bluetooth-enabled audio device such as cell phones or MP3 players are supported. Enjoy speech and music from other multimedia devices, such as computers, TVs or music players.

ComPilot Air II can also be used as a remote control to adapt your hearing aids to different listening situations.

ⓘ Please note that your hearing care professional must configure your ComPilot Air II before it can be used as a remote control.

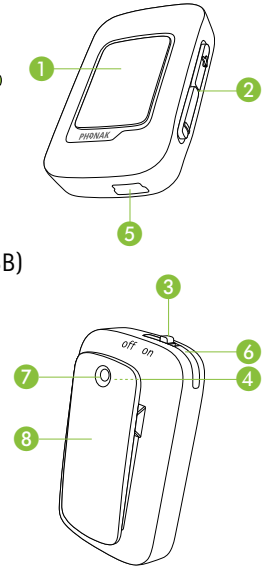
Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.

2.1 Legend

Buttons
1. Main
2. Volume up / down
3. On / Off switch

Inputs
4. Microphone opening
5. Charging input (mini-USB)

Others
6. Indicator light
7. Securing cord eyelet
8. Retaining clip

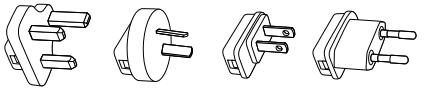


3. Getting started

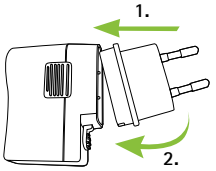
ComPilot Air II must be set up and charged **before** use.

3.1 Setting up the power supply

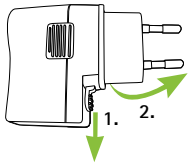
Select the adapter that corresponds to your country.



UK AUS US EU



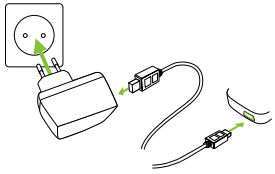
- Firstly, insert the top round end of the adapter into the round corner of the power supply.
- Click the bottom end of the adapter in to lock it into place.

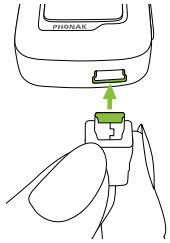


- To remove, first pull back the tab on the power supply.
- Pull the adapter upwards to remove it.

3.2 Charging the battery

- Plug the larger end of the charging cable into the universal power supply. Plug the smaller end into the mini-USB port on ComPilot Air II.
- Plug the power supply into a power outlet.





The indicator light is red during charging and will turn green when charging is complete.

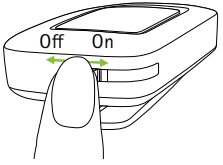
ⓘ ComPilot Air II has a non-removable rechargeable battery.

ⓘ Before using ComPilot Air II for the first time, charge it for at least 3 hours.

ⓘ It is safe to leave ComPilot Air II connected to the charger overnight.

ⓘ The full performance of a new battery is achieved only after three complete charge and discharge cycles.

3.3 Switching On and Off



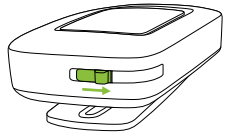
Slide the power switch I/O as shown to turn ComPilot Air II on or off.

ⓘ Switch ComPilot Air II off when not in use.

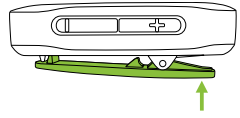
3.4 How to wear

Before any phone call, music or TV streaming:

- Insert the hearing aids into your ears correctly and switch them on.
- Switch ComPilot Air II on.



- Clip it securely on to your clothing.



Distance to the mouth:

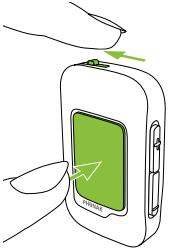
- The best results are achieved at 20 cm (8").
- A distance of 40 cm (16") to the hearing aids should not be exceeded.

To prevent scratching sounds, do not cover ComPilot Air II with clothing during phone calls.

3.5 Sound demonstration

ⓘ Wear your hearing aids and clip ComPilot Air II securely to your cloth within 40 cm (16") of your hearing aids (see chapter 3.4).

Press and **hold** the main button while switching on the device.
The indicator light will turn pink.



The hearing aids will switch to streaming mode and you will hear the sound demonstration.

- Use volume buttons to adjust the volume.
- The demo will stop after 3 minutes or when the main button is pressed.

ⓘ Adjusting the volume during the sound demonstration will also set the volume level of the spoken ComPilot Air II messages (see chapter 7.8).

ⓘ If you cannot hear the sound demonstration, please consult the troubleshooting section.

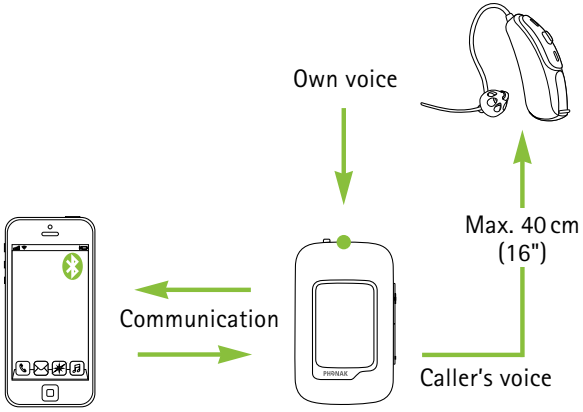
ⓘ The default language setting of a new ComPilot Air II is English and can be configured by your hearing care professional or the Phonak RemoteControl App (see chapter 7.9).

4. Phone calls using ComPilot Air II

4.1 How it works

ComPilot Air II acts as an interface between the phone and your hearing aids. During a call you will hear the callers voice directly in your hearing aids.

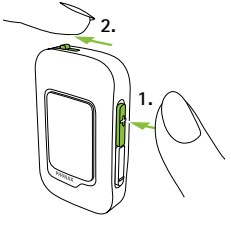
ComPilot Air II picks up your voice through its own microphone. Speak into ComPilot Air II – not into the phone – when a call is in progress.

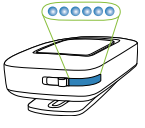


4.2 Initial pairing to a phone

ⓘ It is only necessary to perform the pairing procedure once with each Bluetooth device. ComPilot Air II will connect automatically to the phone after the initial pairing.

- On your phone, ensure that Bluetooth is enabled and search for Bluetooth devices in the connectivity setting menu.
- Switch ComPilot Air II off.
- Press and **hold** the volume up button.
- Turn ComPilot Air II on whilst still pressing the volume up button.
- Release the volume up button when the indicator light starts rapidly blinking blue.





Bluetooth pairing: + on.

A quick pairing instruction is also shown on the back of ComPilot Air II.

- Start the pairing process on the phone within 1 minute according to the phone user guide.
- Your phone shows a list of found Bluetooth devices. Select “Phonak ComPilot Air II” from this list and enter code “0000” if prompted.
- ComPilot Air II requires access to your phone book. When prompted accept the request.
- After successful pairing, the indicator light will stop rapidly blinking blue.

ⓘ For more information about Bluetooth pairing instructions specific to some of the most popular phone manufacturers, go to: http://www.phonak.com/compilotair

4.3 Connecting to the phone

Wear your hearing aids and clip ComPilot Air II securely to your cloth within 40 cm (16") distance to your hearing aids and switch them on (see chapter 3.4). After your phone has been paired to ComPilot Air II, they will automatically connect to each other. If they do not connect automatically, go to your phone's Bluetooth menu and select ComPilot Air II from the list.

Please consult your phone’s user guide in the case where a manual connection is necessary.

Confirmation of successful connection is indicated on ComPilot Air II by the indicator light blinking blue.

ⓘ The connection will be maintained as long as the devices remain on and within range.

ⓘ ComPilot Air II can connect to two phones at the same time but only one call at a time is possible.

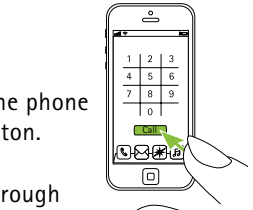
ⓘ When pairing to a phone we recommend to disable the phone key tones and SMS alerts.

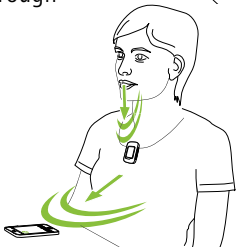
4.4 Making a call

Enter the phone number using the phone keypad and press the dialing button.

You will hear the dialing tone through your hearing aid.

Speak into ComPilot Air II – not into the phone – when the call is in progress.

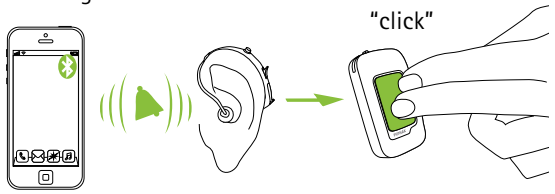




4.5 Accepting a call

When a call is received on your cell phone:

- ComPilot Air II indicator light will show a solid blue light.
- It will take about 2 seconds before you hear the ringtone through your hearing aids.
- Press the main button on your ComPilot Air II once you hear the ringtone through your hearing aids.



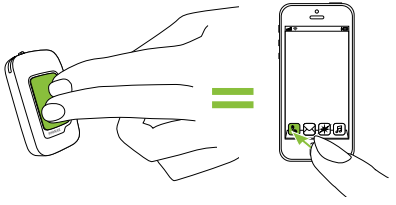
If a second call comes in on the same phone:

- Press the main button to accept.
- Press and **hold** the main button (2 sec) to reject.

ⓘ An incoming call from a second paired phone will be ignored during an active call.

4.6 Ending a call

Press the main button to end the call.
You can also end a call on your phone instead of your ComPilot Air II.



You will hear the previously active program or audio source.

4.7 Advanced phone options

Rejecting a call
Press and **hold** the main button (2 sec) until the ringtone stops. Using your phone to reject the call will have the same effect.

Setting the phone volume
Use the phone's volume buttons to adjust the phone volume to a comfortable level.

For better understanding of a call, surrounding sounds picked up by the hearing aids are attenuated according to the settings made by the hearing care professional.

For additional attenuation of surrounding sounds:

- Press and **hold** the volume down button 2 sec for more reduction.
- Press and **hold** the volume up button 2 sec to return to the default attenuation.

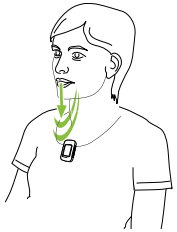
Disabling unwanted alerts
Some cell phones are configured to play key-press tones, SMS announcements and confirmation beeps.

You are able to hear these alerts in your hearing aids.

If this is disturbing, refer to your phone user guide for information about disabling these alerts.

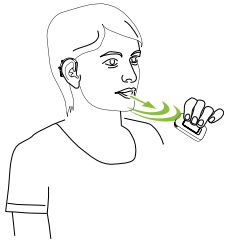
How to wear ComPilot Air II during phone calls

- During phone calls, wear ComPilot Air II clipped securely to clothing as shown.



Note: Maximum distance between ComPilot Air II and the phone is 5–10 m (15–30 ft).

- In very noisy environments, you can move ComPilot Air II closer to your mouth.



4.8 Additional features

The following features can be set either using the Phonak RemoteControl App (see chapter 7.9) or by your hearing care professional.

ⓘ Your phone must support these features. Please consult the phone user manual for details.

Caller's name announcement
By default, ComPilot Air II will announce the caller's name as shown on the phone display (caller identification).

The following features can be enabled separately. Press and hold the Main button (2 sec.) to use them:

1. *Last number redial:* To redial the last dialed number.
2. *Voice dial:* Allows you to say the person's name instead of typing the number.
3. *Dial preferred number:* Directly dials a predefined number.

4. *Hold call:* While in a phone conversation, this will put the call on hold. The caller stays on the line but there is no audio transfer and the hearing aids switch to the previously active hearing program.
5. *Transfer call:* This allows you to hand your phone to another person. Your hearing aids will switch back to the previously active hearing program.

   To transfer the call back to ComPilot Air II, press and hold the main button. The call will now resume through your hearing aids.

5. Streaming audio

ⓘ Before streaming, wear your hearing aids and ComPilot Air II correctly and switch them on (see 3.4).

5.1 Streaming audio via Bluetooth

Streaming audio via cell phone

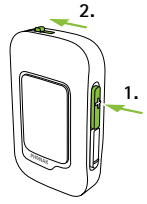
You can stream music wirelessly from your cell phone:

- Make sure ComPilot Air II is connected to your phone as described in chapter 4.3.
- Use your phone music player to play music.

Streaming audio via other devices

To use ComPilot Air II with a Bluetooth enabled audio device (e.g. MP3 player), you must first pair the devices:

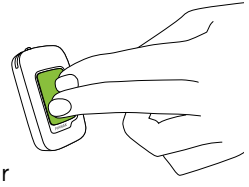
- Switch the ComPilot Air II off.
- Press and **hold** the volume up button.
- Switch ComPilot Air II on whilst still pressing the volume up button.



- Release the volume up + button when the indicator light starts rapidly blinking blue.
- Start the pairing process on the Bluetooth device within 1 minute according to the device's user guide and use code "0000" if prompted.
- After successful pairing, the indicator light will stop rapidly blinking.
- Press play on the Bluetooth device if needed.
- Streaming will start automatically and the indicator light will turn solid blue indicating the active streaming.

To adjust the volume of the audio signal use the volume controls on the audio device.

Press the main button to pause and restart streaming.



To stop Bluetooth streaming completely, press and **hold** the main button (2 sec), switch the other Bluetooth device off or disable its Bluetooth feature.

ⓘ Please refer to the device's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described.

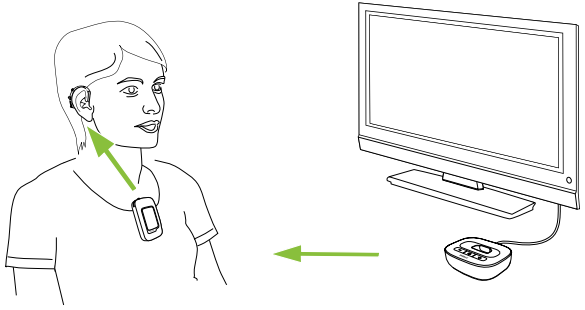
ⓘ Maximum ComPilot Air II streaming time is 6 hours with a fully charged battery.

Note: During streaming, ComPilot Air II cannot be used as hearing aid remote control. Press and **hold** the main button (2 sec) to stop the Bluetooth stream completely.

5.2 Streaming audio from TV or hi-fi

It is recommended to use the dedicated and optimized Phonak TVLink II basestation for watching TV or listening to music through it.

It offers the following benefits:
- Wireless transmission up to 30 meters (90 ft).
- Analog and digital inputs (optical, coaxial).
- Charging cradle for ComPilot Air II.



ⓘ Refer to the TVLink II user guide for pairing instructions.

6. Using ComPilot Air II as a remote control

ⓘ Before this functionality can be used, your hearing care professional must enable the remote control in ComPilot Air II.

If ComPilot Air II is used as a handheld remote control:
- Max. distance to the hearing aids is 55 cm / 22".
- Hold ComPilot Air II as shown.

6.1 Changing the volume

Press buttons:
- + to increase the volume
- − to decrease the volume

ⓘ Adjusting the volume with ComPilot Air II will have the same effect as adjusting the volume directly on your hearing aids.

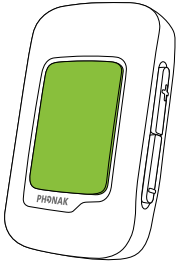
Reducing surrounding sounds
You can reduce the surrounding sounds with a single button press. This may be helpful during music or phone streaming. The level of reduction is set by your hearing care professional.

- Press and **hold** the volume down button (>2 sec) for more reduction.
- Press and **hold** the volume up button (>2 sec) to return to the original hearing aid volume.

6.2 Changing the program

ⓘ Changing hearing programs is only possible if no streaming is in progress.

- Press the main button to proceed to the next available program.



6.3 More remote control information

- Press and **hold** the main button (>2 sec) to select the favorite hearing program or jump to start-up program configured by the hearing care professional or using the Phonak RemoteControl App.
- Both hearing aids are controlled at the same time.

7. More detailed information

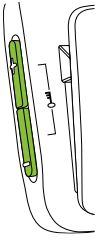
7.1 Main button functionality

The Main button has multiple functionalities:

1. *Phone:* It accepts and ends a phone call.
2. *Stream:* It pauses and resumes the streaming from an audio device. A long press (2 sec) will disconnect the streaming and programs can be changed again.
3. *Remote control:* Used to change the hearing programs.

ⓘ The hearing programs cannot be changed when:
- a phone call is in progress
- a Bluetooth device is streaming or paused
- the remote control feature was not enabled by the hearing care professional

7.2 Locking the buttons



To prevent the buttons being accidentally pressed:

- Press the volume up and down buttons simultaneously to lock or unlock the buttons.
- The indicator light will triple blink red indicating that the buttons are locked.
- When locked, the indicator light will triple blink and you may hear a triple beep through the hearing aids each time a button is pressed.

ⓘ Accepting an incoming call is still possible.

ⓘ In locked state, the indicator light will stop blinking.

ⓘ The key symbol on the back reminds you of the lock function.

7.3 Switching off the indicator light

If the indicator light is disturbing:

- Lock the ComPilot Air II as described in chapter 7.2.
- During locked state the indicator light remains switched off.

ⓘ A low battery state will be shown.

7.4 Managing multiple inputs

When an audio source is connected via ComPilot Air II, your hearing aids will automatically switch to the special streaming programs.

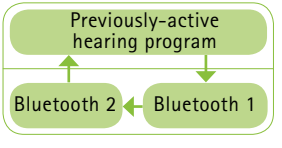
It is possible to have two Bluetooth audio sources connected.

ⓘ A phone call always has priority.
You will hear the ringtone even when listening to other audio sources. If you reject or terminate the call, audio streaming will resume.

ⓘ If you want to listen to music from your connected mobile phone, you must start the music via your phone initially; it cannot be started from ComPilot Air II.

Selecting audio sources

- *One source:* Each press of the main button will pause or resume the source.
- Press and **hold** the main button (2 sec) to completely stop the music streaming. It must be re-started via the phone menu.
- *Multiple sources:* After each press of the main button, ComPilot Air II selects the next connected source in a fixed sequence.
- Every connected audio source has a fixed place in the sequence, as shown in the picture.



7.5 Understanding the indicator light

Bluetooth pairing	Rapid blink blue
1 Bluetooth device connected	Short blink blue
2 Bluetooth devices connected	Double-blink blue
Phone or music via Bluetooth	Solid blue
Demo sound playing	Solid pink
Charging	Solid Red
Charged and full battery	Solid green
Switching On	Green 2 seconds
Switching Off	Solid red for 2 seconds
Battery above 10%	Slow blink green
<10% battery left. Please charge	Short flash red
Enable / disable lock state	Triple flash red (locked) Triple flash green (unlocked)

7.6 Deleting paired Bluetooth devices

If you encounter issues with one of the paired devices, you may consider deleting the pairings from ComPilot Air II.

⚠ Deleting the pairing of Bluetooth devices removes the ability to connect to any previously paired Bluetooth device.

1. Turn ComPilot Air II on while pressing the volume up button.
2. Release the volume up button only after **10** seconds when the rapidly blue blinking indicator light turns green.
3. Delete the ComPilot Air II pairing entries on your mobile phone before any re-pairing.
4. Repeat the pairing procedure as described in chapter 4.2.

7.7 Caller identification

ComPilot Air II is able to tell you the name of the caller.

ComPilot Air II will try to access information about the caller from your phone book. It will be spoken through your hearing aids as follows:

- The stored name in your phone's phonebook.
- The number if the name is not known.

Your hearing care professional can configure the language setting of your ComPilot Air II.

Alternatively you can also use the Phonak RemoteControl App to configure the language setting (see chapter 7.9).

7.8 VoiceAlerts (spoken messages)

Informs you about the different operation modes and status of ComPilot Air II using spoken messages.

Your hearing care professional can configure the language setting as well as the speech levels:

- *Warnings only:* Spoken information about a low ComPilot Air II battery and during the Bluetooth pairing process.
- *Standard:* Additional information about switching ComPilot Air II on or off, start or end charging during streaming, input source selection announcements.
- *Detailed:* Additional information about start or end of charging even if no streaming source is active, Bluetooth device connect or disconnect and transfer or hold a call.

7.9 Phonak RemoteControl App

The Phonak RemoteControl App is a Smartphone application, which offers additional control of your hearing aid.

Features are visualized on your Smartphone screen and give you the ability to partially configure your hearing system.

Experience more:

- Individual left / right volume control.
- Direct program or alternative audio input selection.
- Support for the Bluetooth pairing process.

ⓘ For more information and to download of the RemoteControl App visit the website: http://www.phonak.com/rcapp

8. Troubleshooting

For any problems not listed in this user guide, please contact your hearing care professional.

Causes	*What to do*
During Bluetooth pairing my other device is prompting for a code, what do I have to enter?	
■ The pairing code is required for the initial coupling of ComPilot Air II with your Bluetooth device ("pairing").	■ Enter "0000" (four zeros) when prompted for a code.
I hear intermittency during an audio transfer via ComPilot Air II.	
■ The Bluetooth device is too far away, or worn in a back pocket (body shielding). ■ ComPilot Air II searches for known devices for 2 minutes after switching on. ■ A phone connected to other devices such as a PC may not be able to continuously stream music.	■ Do not exceed the maximum distance 5–10 m (15–30 ft.) and keep Bluetooth devices in front of you. ■ After 2 minutes, ComPilot Air II will stop searching and the intermittency will stop. ■ When using your Bluetooth phone as music player, disconnect it from other devices such as PCs.

Causes	*What to do*
The volume of the music or phone conversation is too loud or too quiet.	
■ Different audio sources have different outputs.	■ To change the volume of the phone, or any other sound source to ComPilot Air II, use the volume control of that external device.
I have difficulties understanding the phone conversation in a noisy environment.	
■ Your hearing aid microphones are set too high during the call.	■ Reduce the environmental noise by pressing the button for 2 seconds (see chapter 6.1). ■ Use the phone volume button to increase the phone volume.
The caller can hear me but I cannot hear the caller.	
■ The call was transferred to your phone. ■ Some phones, when accepting the call through the phone button, don't use ComPilot Air II.	■ Make sure the call is transferred back to ComPilot Air II via the phone menu. ■ Always accept the call by pressing the main button.

Causes	*What to do*
ComPilot Air II is no longer recognized by the phone or other Bluetooth devices to which it was previously paired.	
■ 2 minutes after not finding a device, ComPilot Air II will stop seeking devices to save power.	■ Switch ComPilot Air II off. Wait until the red indicator light switches off, then turn on again.
■ The devices are too far away from each other.	■ Bring devices within 1 meter range and try again.
■ ComPilot Air II can be paired to a maximum of 6 different Bluetooth devices. If the internal memory is full, new pairings may overwrite previous pairings.	■ Repeat the pairing between ComPilot Air II and the Bluetooth device which was overwritten.
■ Pairing was deleted.	■ Repeat the pairing between ComPilot Air II and the Bluetooth device which was deleted.
I am not streaming but the hearing aids keep switching between the streaming and the normal hearing aid program.	
■ Your phone sends sounds to ComPilot Air II due to incoming SMS or mails.	■ Disable the system sounds for reminders, alarms, SMS, etc., via your phone menu.
■ Phone key tones are switched on.	■ Switch off phone key tones via your phone menu.

Causes	*What to do*
I hear my phone's key-press tones in my hearing aids.	
■ The key-press tones may be enabled on your phone.	■ Deactivate key-press and confirmation tones on your phone. Please refer to the phone's user guide.
Every time I switch on my phone, the music player starts.	
■ For some phones this is normal behavior and not initiated by ComPilot Air II.	■ Some phones can be configured not to start the music player automatically. ■ Press and hold main button to stop streaming. ■ Stop the music player via phone menu after the phone is connected.
Every time I get in my car the ComPilot Air II connection to my phone behaves unexpectedly.	
■ The car Bluetooth system connects to your phone.	■ Consider disconnecting the car system from your phone.

Causes	*What to do*
The phone is ringing but the indicator light is not solid blue and there is no ringing signal through the hearing aids.	
■ Bluetooth is disabled in the phone.	■ Ensure Bluetooth is enabled according to your phone's user guide.
■ ComPilot Air II and your phone are not connected to each other.	■ 1. Disable the Bluetooth functionality in your phone and turn it on again. 2. Restart ComPilot Air II by switching it off and then on. The Bluetooth functionality will be automatically reactivated. 3. Activate ComPilot Air II by selecting it in the phone's "Active device" menu. 4. Reduce the distance to phone.
■ ComPilot Air II is not paired to the phone.	■ Follow the pairing process in this guide.
■ The distance is too great between ComPilot Air II and the phone.	■ Wear ComPilot Air II clipped to your cloth. Keep distance to phone <10 m (<30 ft).

Causes	*What to do*
The phone is ringing, the indicator light is solid blue but there is no ringing signal through the hearing aids.	
■ ComPilot Air II is out of range of the hearing aids.	■ Wear ComPilot Air II correctly clipped to your cloth with max. 40 cm (16") distance to the hearing aids.
■ Phone is set to vibrate.	■ Enable ring tone on phone.
■ You are already on a phone call and a second call cannot be recognized.	■ Hang up the first phone call, then accept the second call.
My phone rings but the name of the caller is not heard acoustically.	
■ The caller identification feature is not available or not enabled on your phone.	■ Please refer to the phone's user guide to check the availability of this feature.
■ Two phones are connected to your ComPilot Air II.	■ If two phones are connected caller identification is only available on the phone that was last paired to ComPilot Air II.
■ Caller identification may be switched off.	■ Please ask your hearing care professional to enable caller identification on your ComPilot Air II.

Causes	*What to do*
During a phone call the other party has difficulty hearing me.	
■ ComPilot Air II microphone opening may be covered. ■ ComPilot Air II may not be worn correctly. ■ ComPilot Air II may rub against clothing. ■ The surrounding noise may be too loud.	■ Make sure the microphone opening is not covered by part of your body, clothing or dirt and debris. ■ Make sure your ComPilot Air II is clipped securely to cloth within 40 cm (16"). distance to your hearing aids. ■ Reduce movement while you speak. ■ Bring ComPilot Air II closer to your mouth. ■ Suggest to your callers that they increase the phone volume.
ComPilot Air II is unresponsive or there is no indicator light when switching On.	
■ ComPilot Air II may be completely discharged. ■ It may indicate a software problem.	■ Charge for at least 1 hour. ■ Switch ComPilot Air II Off, wait 30 seconds, then switch On again.

Causes	*What to do*
The operating time of your ComPilot Air II is reduced substantially.	
■ The battery typically needs several charging cycles to achieve full performance. Please consult the datasheet for the typical operating time.	■ Charge for at least 3 hours the first time you charge ComPilot Air II. ■ Let a new ComPilot Air II discharge completely three times.
I have interruptions while my audio streaming is active.	
■ ComPilot Air II is too far away from the hearing aids while streaming. ■ Bluetooth signal is out of range.	■ Wear ComPilot Air II clipped to your cloth with max. 40 cm (16") distance to the hearing aids. ■ Keep the Bluetooth device. within the operating range.
I cannot hear the demo sound.	
■ Hearing aids are not worn correctly. ■ ComPilot Air II is not worn correctly or switched Off.	■ Make sure your hearing aids are inserted correctly. ■ Wear ComPilot Air II clipped to your cloth with max. 40 cm (16") distance to the hearing aids. ■ Make sure ComPilot Air II is charged and switched on.

9. Service and Warranty

9.1 Local warranty

Please ask the hearing care professional, where you purchased your device, about the terms of the local warranty.

9.2 International warranty

Phonak offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty only comes into force if proof of purchase is shown. The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

9.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number:

Date of purchase:

Authorized hearing care professional (stamp / signature):

10. Compliance information

Declaration of conformity
Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on http://www.phonak.com (worldwide locations).

Australia:

Supplier Code Number	N15398

New Zealand:

Supplier Code Number	Z1285

Notice 1:
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:
1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:
Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

Notice 3:
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

Notice 4:
Japanese Radio Law and Japanese Telecommunications Business Law Compliance. This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid)."

11. Information and explanation of symbols

With the CE symbol, Phonak AG confirms that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment.

This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the device is specified as an applied part of Type B.

This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.

	Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.
	Important information for handling and product safety.
	EMC and radio communications compliance label Australia.
Operating conditions	The device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.

	Temperature transport and storage: –20°C to +60°C (–4° to +140° Fahrenheit) Temperature operation: 0° to 40° Celsius (+32° to +104° Fahrenheit)
	Keep dry.
	Humidity transportation and storage: <90% (non condensing). Humidity operation: <95% (non condensing).
	Atmospheric pressure: 200 hPA to 1500 hPA.

The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.

Bluetooth®

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Phonak is under license. Other trademarks and trade names are those of their respective owners.

Japanese mark for certified radio equipment.

12. Important safety information

The following pages contain important safety information.

Hazard warnings

⚠ Keep this device out of reach of children and mentally challenged people or pets.

⚠ For persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.) the use of this device is not permitted. Ask your hearing care professional for details.

⚠ Only use hearing aids that have been specially programmed for you by your hearing care professional.

⚠ Changes or modifications to the device that were not explicitly approved by Phonak are not permitted.

⚠ Opening the device might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

12. Important safety information

⚠ This product has an embedded, non-replaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product.

⚠ Dispose of electrical components in accordance with your local regulations by Phonak AG.

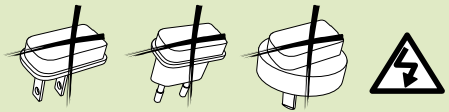
⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical shock.

⚠ Using the device, its connectors or cables in any way contradictory to their intended purpose as described in this user guide (e.g., wearing the USB cable around the neck) can cause injury.

⚠ When operating machinery, ensure that no parts get caught in the machine.

⚠ The mini-USB port is to be used for the described purpose only.

⚠ For safety reasons, only use chargers supplied by Phonak or stabilized chargers with a rating of 5 VDC, min. 500 mA.



⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.

⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen-rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.

Information on product safety

ⓘ Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard) or direct skin contact when sweating (workout, fitness, sport).

ⓘ Do not drop the device. Dropping onto a hard surface can damage the device.

ⓘ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your device. Remove and keep it outside the examination room/area before undergoing:
- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields.

ⓘ Protect the device, charging slot and power supply from dirt and debris.

ⓘ Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device. Never use a microwave or other heating devices to dry the device.

ⓘ The digitally coded, inductive transmission technology used in the device is highly reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the hearing system near computer equipment, larger electronic installations or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away from the interfering device to ensure proper operation.

ⓘ Keep the device at least 10 cm away from any kind of magnets.

ⓘ Do not connect an USB cable exceeding 3 meters (9 ft) in length to the device.

ⓘ When the device is not in use, turn it off and store it safely.

Other important information

ⓘ High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.

ⓘ If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

Notes

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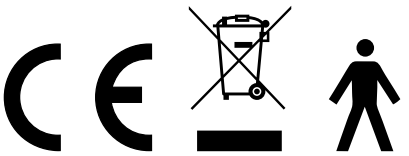
Phonak AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland

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